Robotic process automation (RPA) is a software technology that makes it easy to build, deploy, and manage software robots that emulate humans actions interacting with digital systems and software. Just like people, software robots can do things like understand what’s on a screen, complete the right keystrokes, navigate systems, identify and extract data, and perform a wide range of defined actions. But software robots can do it faster and more consistently than people, without the need to get up and stretch or take a coffee break.

Process mining is a technique to analyze and track processes. In traditional business process management, it is done with process workshops and interviews, which results in an idealized picture of a process.

How to start your RPA journey… and make sure you wind up in a great place